

Vilas
COUNTY

WISCONSIN

COMMISSION
ON AGING



2018
ANNUAL REPORT

March, 2018

Mr. Chairman, Members of the Vilas County Board of Supervisors, Commission on Aging Members and residents of Vilas County...

I am pleased to present the 2018 Annual Report of the Vilas County Commission on Aging (COA). The information found throughout this Annual Report is the result of the incredible work being done by our staff on a daily basis, they should be very proud. We are so fortunate to have such dedicated staff committed to serving our community each and every day.

Some of you may be questioning why this is the Commission on Aging Annual Report. That is because this report reflects what has happened in 2018. In April, 2018, Vilas County submitted their application to become the Aging and Disability Resource Center of Vilas County and merge their aging unit. With the support of the County Board, Vilas County also submitted the Waiver of Education to the State of Wisconsin for the Director of the Commission on Aging to continue in that capacity. In late October 2018, the County received notice that as of January 1, 2019, the Commission on Aging and Aging and Disability Resource Center were approved to become the Aging and Disability Resource Center of Vilas County and the Waiver of Education was approved.

The environment in which the Aging Network operates has changed in several important ways. First, the number of individuals eligible for Older Americans Act services has grown and will continue expanding rapidly through the first half of this century. Second, the cost of providing services through the Aging Network has experienced 30 years of inflationary escalation, without a corresponding increase in funding. Third, the culture of aging has changed such that people are increasingly committed to remaining in the community as they age, thereby making the services of the Commission on Aging increasingly important.

In Wisconsin, a shortage of formal caregivers or direct care workers has created a crisis for people with disabilities, older adults, and their families. Combined with the increase in Alzheimer's related disease, our agency will have their work cut out for them moving into 2019.

I would like to thank the staff for their professionalism and dedication in providing the highest level of services to our citizens and the dedicated Commission on Aging Board and the Vilas County Board of Supervisors for your support.

I remain honored, proud and committed to diligently serve the Vilas County community as the Director.

Thank you for the opportunity to submit our Vilas County Commission on Aging Annual Report for 2018.

Respectfully submitted,

Susan L. Richmond

Susan Richmond
Director

INTRODUCTION

The Vilas County Commission on Aging, located at 330 Court Street in Eagle River, is a central resource agency addressing the needs and interests of adults greater than 60 years of age. The Commission is appointed by the County Board of Supervisors and is responsible for setting policy.



Vilas County Commission on Aging, 2018

Vilas County Commission on Aging Board

Front Row left to right: Bob Hanson, Chairperson; Holly Tomlanovich, Vice Chairperson; Vern Wiggerhauser

Middle Row left to right: Sharon Thompson, Audrey Stearns, Sue Richmond, Director

Back Row left to right: Rich Schmalzer, Milt Klingsporn, Ken Mitchell

Nutrition Advisory Council

Bob Hanson, *Chair*; Kathy Roggeman, Audrey Stearns, Donna and Champ Ruffner, Ken Mitchell, Mary Samuelson and Susan Richmond, *Director*

Oneida-Vilas Transit Commission Board

Vilas County Representatives: Erv Teichmiller, *Chairman*, Chuck Hayes, Fred Radtke, Milt Klingsporn and Susan Richmond, *Director*.



Commission on Aging Staff, 2018

Vilas County Commission on Aging and ADRC of the Northwoods Staff

Front row left to right: Amie Rein, Family Caregiver/Health and Wellness Coordinator; Lisa Kraus, ADRC Specialist; Larry Bergum Receptionist

Middle Row left to right; Susan Corrieri, Elder Benefit Specialist; Diane Cirks, Chore/Alzheimer's Coordinator

Back Row left to right: Sue Richmond, Director; Laura Rozga, ADRC Specialist; Beckie Gleason, Administrative Assistant



ADRC OF THE NORTHWOODS STAFF, 2018

Aging and Disability Resource Center of the Northwoods Staff

Left to Right, Laura Rozga, ADRC Specialist; Lisa Kraus, ADRC Specialist; Sue Richmond, Supervisor.



Vilas County Elderly Nutrition Site Managers & Office Staff

Front Row left to right: Sue Richmond, Judi Heikkinen, Josie Allen

Middle Row left to right: Nancy Moser, Anna Moore, Krystal Halvorson

Back Row left to right Sharon Gifford, Beckie Gleason, Pam Cira

Nutrition Program Staff:

Jennie Johnson

Nutrition Site Manager
Eagle River

Pam Cira

Nutrition Clerk/Substitute Site Manager
Eagle River

Judi Heikkinen
Sharon Gifford

Nutrition Site Manager
Substitute Site Manager
Phelps

Anna Moore

Nutrition Site Manager
Land O' Lakes

Josie Allen
Krystal Halvorson

Nutrition Site Manager
Substitute Site Manager
Boulder Junction

Nancy Moser

Nutrition Site Manager
St. Germain

Mary Samuelson

Nutrition Site Manager
Lac du Flambeau

Sue Richmond
Beckie Gleason

Director, COA
Administrative Assistant, COA



To our many dedicated volunteers...

Time is a precious thing. Once we give it away, we can't get it back. Data from a survey released by the US Bureau of Labor Statistics in 2016, the most recent year available, shows that about one-quarter of Americans, or 25 percent, take the time to volunteer. In Wisconsin, the survey showed that 35.34% volunteer their time.

People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others, it provides an opportunity to develop new skills or build on existing experience and knowledge.

Socially, the benefits of volunteering have long-term effects. Social interaction improves mental and physical health, according to Psychology Today. The benefits of consistent socializing include better brain function and lower risk for depression and anxiety. You also improve your immune system.

Volunteers are the heart and soul of what we do at the Commission on Aging. With the number of paid staff, we would not be able to do all the programs offered without the help of our Volunteers. Volunteers donated more than 5200 hours of service. That is equivalent of 2+ full time staff. Volunteers make it possible for the Commission on Aging to accomplish everything we do.

The Commission on Aging cannot thank you enough for all you do for the citizens of Vilas County and for the help you give to the staff.

“The greatest gift you can give someone is your time. Because when you give your time, you are giving a portion of your life that you will never get back.”

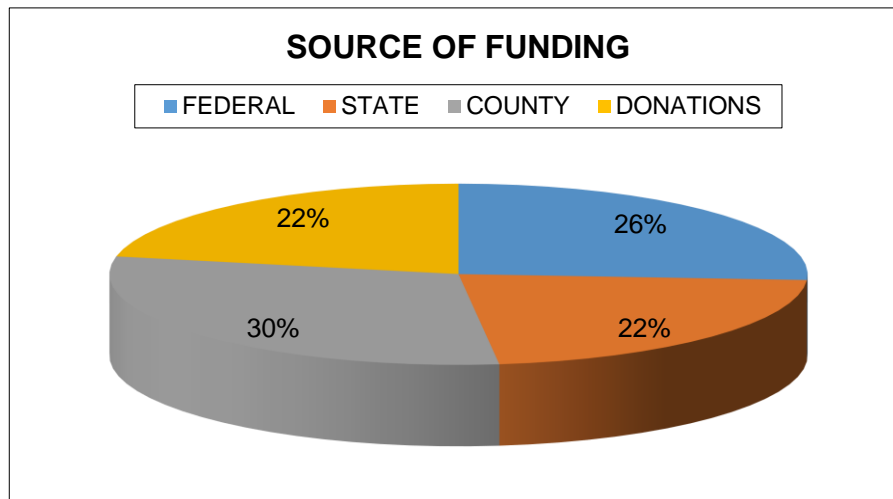
Anonymous

Budget and Program Reports 2018

COMMISSION ON AGING 2018 BUDGET REPORT

SOURCE OF FUNDING

FEDERAL	\$189,889.00
STATE	\$161,097.48
COUNTY	\$218,648.85
DONATIONS	\$159,498.81
TOTAL REVENUES	\$729,134.14



EXPENDITURES

ADMINISTRATION	\$148,509.26
ALZHEIMER'S FAMILY SUPPORT PROGRAM	\$ 18,905.00
CHORE PROGRAM	\$ 18,224.65
BENEFIT SPECIALIST PROGRAM	\$ 84,651.97
HEALTH & WELLNESS PROGRAMS	\$ 19,155.79
NATIONAL FAMILY CAREGIVER PROGRAM	\$ 16,582.00
NUTRITION PROGRAM	\$202,087.35
TRANSPORTATION PROGRAM	\$117,075.14
TOTAL EXPENDITURES	\$625,191.16

**The difference between Revenues and Expenditures are due to donation monies and funds we are able to carry over.*

Respectfully submitted by Rebecca Gleason, Administrative Assistant
Commission on Aging Staff since 2013



TRANSPORTATION SERVICES

The Wisconsin Department of Transportation (WisDOT) annually awards each county funds to provide specialized transportation to older adults and persons with disabilities under s.85.21 grant funds. In 2018, the Commission on Aging (COA) received \$87,066 from WisDOT and Vilas County contributed the 20% required match of \$ 17,414.00.

The remainder of the transportation funds (\$66,740) is sub-contracted to the Oneida-Vilas Transit Commission (OVTC) to support public transportation. OVTC (doing business as Northwoods Transit Connections- NTC) was created in 2015 through resolutions by both Oneida and Vilas Counties Board of Supervisors under Wis.Stats. Sections 59.58(2) and 66.0301. NTC is a direct service provider of subsidized transportation to older adults, persons with disabilities and the general public in Oneida and Vilas Counties. Revenues are derived from Federal and State grants, human service contracts, fares, donations and miscellaneous revenues.

NTC is governed by the OVTC, a six-member body comprised of three representatives each from Oneida and Vilas Counties appointed by the Oneida and Vilas Counties Board of Supervisors. Each county appoints two County Board Supervisors and one citizen to serve on the OVTC. Vilas County Board Supervisors, Erv Teichmiller and Chuck Hayes and citizen member, Fred Radtke were appointed to represent Vilas County on the OVTC. Milt Klingsporn serves as an alternate citizen member.

OVTC major events during 2018 include:

- February, 2018, Transit Manager, Jim Altenberg, resigned. Barb Newman, Office Manager took on the responsibilities of day-to-day management of the NTC.
- March, 2018, Business Plan was created and approved by the OVTC to outline operations, budget, cash flow challenges, etc. and submitted to Vilas and Oneida Counties.
- June, 2018, Transit Manager for Bay Area Rural Transit (BART), Pat Daoust, was subcontracted to provide primary leadership and administrative direction for the NTC. This included assistance in the hiring process for a new Transit Manager.
- August, 2018, new Transit Manager, Roger Youngren, started work with OVTC with orientation, training and ongoing mentoring provided by Pat Daoust.
- December, 2018, preliminary budget reports demonstrate OVTC will close the year under budgeted expenses.

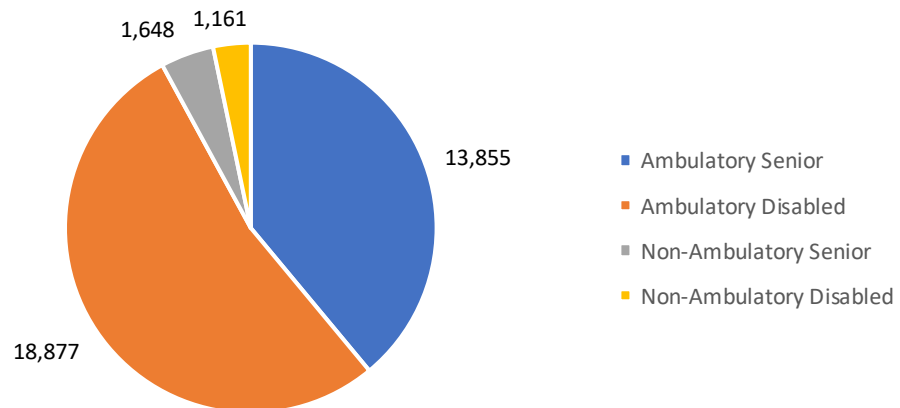
OVTC currently operates 12 buses in the two-county area, Monday through Friday 8:00 a.m. – 5:00 p.m. in Eagle River and 7:00 a.m. – 6:00 p.m. in the Lakeland Area.

2018 Routes: Monday through Friday 7:00 a.m. – 5:00 p.m. on demand service in Eagle River.
Monday, Wednesday and Friday from Eagle River to the Lakeland area.
The second Monday of every month from Phelps to Rhinelander.
The first and third Wednesday of every month from Phelps to the Land O'Lakes food pantry.
The second and fourth Wednesday of every month from Phelps to Eagle River.
Phelps - Monday, Wednesday and Friday has a route to nutrition site.

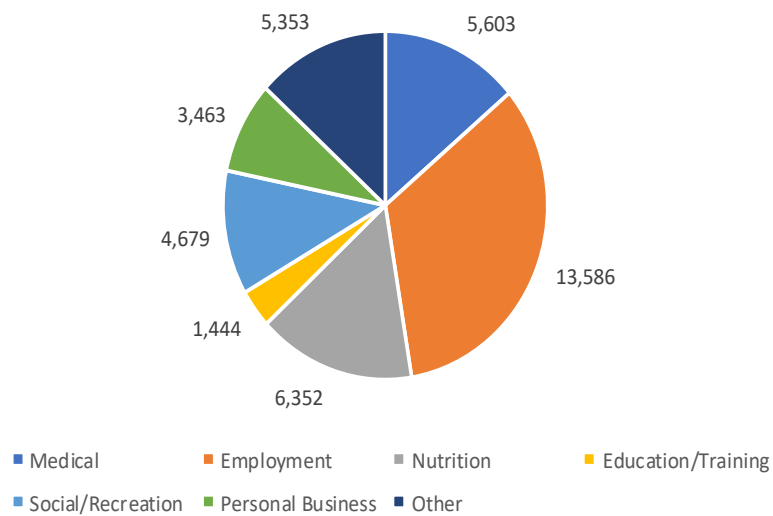
**Respectfully submitted by Susan Richmond, Director 2012
Certified Information and Referral Specialist, (CIRS-A/D) 2007**



Types of Riders 2018



Purpose of Rides 2018



Respectfully submitted by Rebecca Gleason, Administrative Assistant
Commission on Aging Staff since 2013

TRANSPORTATION SERVICES

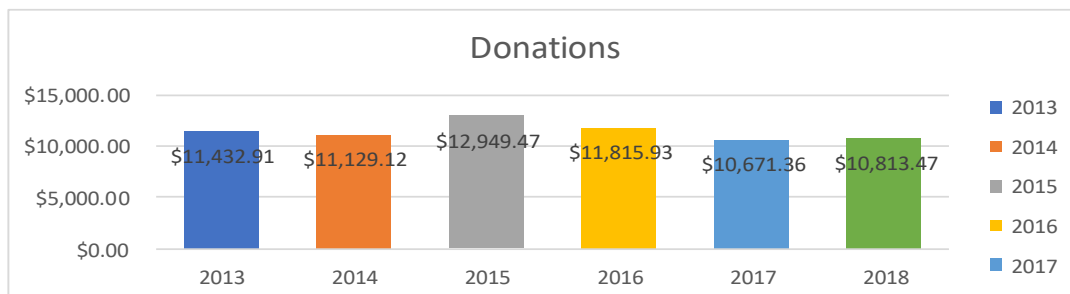
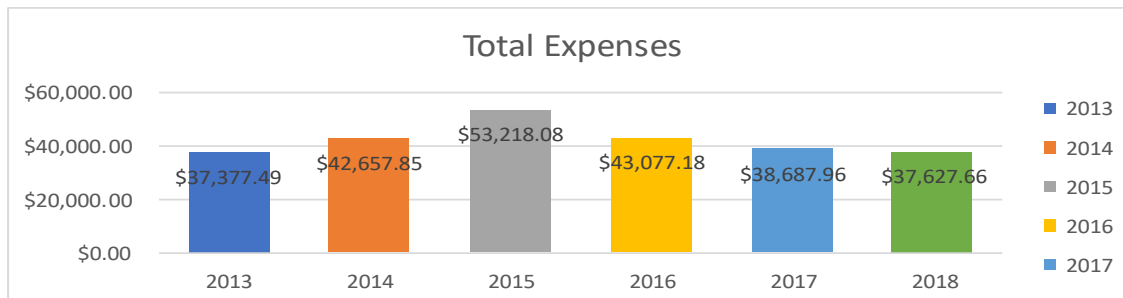
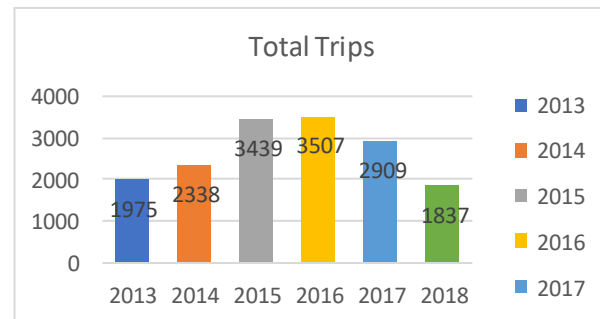
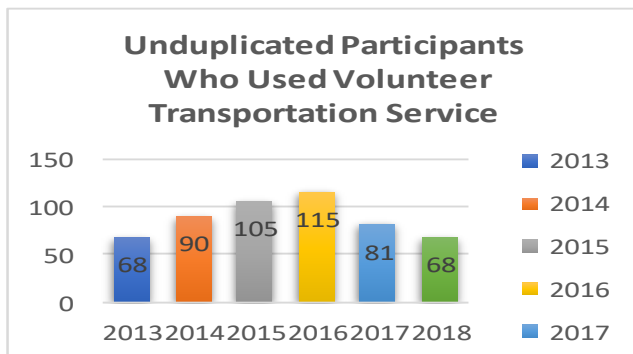


The Volunteer Transportation Program, through the efforts of volunteer drivers, Coordinator Rebecca Gleason and additional Commission on Aging staff, provides transportation for any citizen of Vilas County who are unable to drive and need assistance getting to medical appointments or attending to other personal business. Passengers who are 60 years or older and persons with a disability are asked for a donation for the trip based on mileage reimbursement paid to the driver. General public passengers must pay the total cost of the trip prior to the trip based on mileage. In 2018, 8 participants were under the age of 60 and are disabled. 11 participants

passed away, 20 moved and 43 were removed from the program through the program update that was done in spring. 56 new participants registered for the transportation program in 2018.

Total Number of Participants	279 (102 Men/177 Women)
Total Number of Trips	1,837 (1,080 Medical/757 Personal)
Total Trip Miles	36,272
Total Hours of Service	1,836.25
Total Cost of Service	\$37,627.66
Average Cost per Trip	\$20.49


Although the participants are not required to donate toward their trips, the 2018 donations totaled \$10,813.47.



Respectfully submitted by Rebecca Gleason, Administrative Assistant
Commission on Aging Staff since 2013

Senior Dining



Fellowship, Food  Fun



Nutrition is essential to healthy aging. Older adults who routinely eat nutritious food and drink adequate amounts of fluids are less likely to have complications from chronic disease and to require care in a hospital, nursing home or other facility. The Older Americans Act Nutrition Program serves a population with a wide variety of health-care needs, but nutrition is a common denominator.

The Vilas County Commission on Aging Senior Nutrition Program provides hot meals with 1/3 of the daily nutritional requirement, socialization, and volunteer opportunities along with connections to community supportive services. The program operates six dining sites and home delivery of meals throughout Vilas County. Home delivered meals are available based on eligibility. Our volunteer home delivered meal drivers provide face-to-face personal contact with the home bound senior. The drivers also provide a safety check to a person who may be frail or isolated, and in some instances, this may be the only contact the person has that day.

Susan Richmond, Director of the Vilas County Commission on Aging, serves as the northern representative on the Executive Board of the Wisconsin Association of Nutrition Directors. Richmond also serves as the Chairperson for the WAND Training Committee, which plans two annual statewide conferences for Nutrition Directors.

The Commission on Aging ensures that the Nutrition Program has qualified, properly trained staff. The Site Managers are required to have 6.5 hours of training each year per our contract with the state. Dietitians review all menus.

NUMBER OF ELIGIBLE MEALS AND ATTENDANCE BY SITE

Meal Sites	Days	Congregate Meals	Home Delivered Meals	Total Meals
Eagle River	201	2,343	6,236	8,579
Phelps	163	3,385	209	3,594
Land O Lakes	144	1,500	109	1,609
Boulder Junction	147	1,361	278	1,639
St. Germain	148	1,492	1,254	2,746
Lac du Flambeau	152	0	648	648
Total	955	10,081	8,734	18,815

THREE-YEAR PROGRAM COMPARISON

	2016	2017	2018
Congregate Participants	391	383	366
Home Delivered Participants	102	100	99
Total Meals Served	21,692	19,031	18,796
Total Donations	\$82,227.10	\$74,808.84	\$69,395.78
Average Donations	\$3.79	\$3.93	\$3.70
Average Cost per Meal	\$9.90	\$12.13	\$13.01

Food insecurity among seniors in America is a continued challenge facing the nation. Despite the end of the Great Recession in 2009, almost 1 in 12 seniors were food insecure in 2016. Even more troubling is the astonishing 200% increase in the number of very low food secure seniors in 2016 compared to 2001. [i] Programs like the Vilas County Elderly Nutrition Program are critical to solving this national crisis.



DEMOGRAPHICS FOR NUTRITION PROGRAM

DEMOGRAPHIC DATA	TOTALS
PARTICIPANTS – AGE 60-74	174
PARTICIPANTS – AGE 75-84	168
PARTICIPANTS – AGE 85 +	120
FEMALE PARTICIPANTS	282
MALE PARTICIPANTS	183

**Respectfully submitted by Rebecca Gleason, Administrative Assistant
Commission on Aging Staff since 2013**

[i] Ziliak, J.P. & Gundersen, C. (2018, May). "The State of Senior Hunger in America 2016". University of Illinois, released in 2018 jointly by Feeding America and the National Foundation to End Senior Hunger.
<https://www.giaging.org/issues/senior-hunger/>

CHORE SERVICES PROGRAM 2018

Vilas County Commission on Aging is committed to providing programs designed to enhance the quality of life of older adults. Services provide the opportunities for choices, encourage health, wellness and living independently. One of these programs is the Chore Service. This program is funded through federal and county dollars.

The Chore Services Program matches workers with low income older adults who need light housekeeping and meet federally established income guidelines. We also receive referrals from the Aging and Disability specialists who may have individuals on a wait list for Family Care benefits.

Our chore workers will provide other services, such as shopping, laundry, etc. depending on the needs of the client. A home visit is required of every client before enrollment and yearly thereafter to assess their needs. Each client is allotted up to 7 hours/month of service.

There is always a waiting list for this valuable and much-needed service.

In 2018 a total number of 22 clients were provided with 992 hours of services at a total program cost of \$18,224.65.

CLIENT CHARACTERISTICS

AGE	FEMALE	MALE
60-69	1	2
70-79	6	0
80-89	5	4
90 +	4	0
Total	16	6



**Respectfully submitted by Mary Kapke
Chore Services Coordinator**

ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM 2017

QUICK FACTS

- Today more than 5.7 million Americans are living with Alzheimer's disease.
- Every 65 seconds someone in the U.S. develops Alzheimer's.
- 1 in 3 seniors dies with Alzheimer's or another dementia.
- Alzheimer's disease is the sixth-leading cause of death in the United States.
- Alzheimer's is the only disease among the top 10 causes of death in America that cannot be prevented, cured or even slowed.
- In 2018, Alzheimer's and other dementias will cost the nation \$277 Billion.

The Alzheimer's Family and Caregiver Support Program, or AFCSP is a program created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia.

Alzheimer's takes a devastating toll, not just on those with the disease but also on entire families. In 2018 16.1 million family and friends provided 18.4 billion hours of unpaid care to those with Alzheimer's and other dementias. That care had an estimated economic value of \$232 billion. *

In 2018, we had 17 clients on the program at a total program cost of \$18,905. Funding is available to the caregiver to help with expenses such as respite, daycare, home care, and medical aids, etc. up to \$750/year. A home visit is required before enrollment and yearly thereafter to assess client's needs. There are currently three people on the waiting list for this program.

Client Characteristics

Age	Female	Male
Under 60	1	0
60-69	0	0
70-79	4	1
80-89	5	3
90-99	2	1
Total	12	5



Services are provided through a grant at no cost to Vilas County.

Alzheimer's Association 2017 Alzheimer's Disease Facts and Figures

**Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010**

INFORMATION AND ASSISTANCE

- Fielded a variety of information and assistance calls during 2018
- Distributed approximately 3,500 Vilas County Resource Guides throughout the county
- Worked with WRJO Radio on ads for 2018 and with the Hodag Buyer on the 2018-2019 Resource Guide.
- Worked with the Vilas County News Review on the Spring and Winter editions of the Senior Focus.

FAMILY CAREGIVER SUPPORT

Many caregivers find themselves in the situation of needing help caring for their loved one and not knowing where to turn. Through the efforts of our Coordinator, Amie Rein, and funding from the National Family Caregivers Support Program, the Commission on Aging, is able to offer respite options for caregivers. The following activities were reported in 2018:

- Participated in the monthly Statewide Caregiver Coordinator conference calls.
- Attended the annual NFCSP/AFCSP training.
- Served ten families with National Family Caregiver Support Program Funds.
- Continued to facilitate a general caregiver support group in Eagle River, which meets monthly. There are approximately six caregivers attending each month. Also, heard presentations about the Alzheimer's Association and Aging and Disability Resource Center throughout the year.
- Powerful Tools for Caregiver Workshop was held in St. Germain with twelve participants completing the workshop.
- One new volunteer was trained to facilitate Powerful Tools for Caregivers.
- Worked with the Caregiver Alliance of the Northwoods (CAN), which includes Oneida County Department on Aging, Alzheimer's Association, Ministry Hospice, Marshfield Clinic, Milestone Senior Living, and Community Caregivers. Helped raise awareness for caregivers in the community through developing a Caregiver Resource Sheet and publishing articles in the local paper.
- Collaborated with the ADRC of the Northwoods and the Caregiver Alliance of the Northwoods to offer the Final Affairs Workshop in Eagle River (38 participants) and in Minocqua (58 participants).
- Participated in the Alive to Live in Rhinelander where there were approximately 200 participants.
- Spoke with the staff of the Marshfield Clinic-Eagle River about caregiver services.
- Received requests from 47 families about In-Home Support Services and other community services.



**Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010**



HEALTH AND WELLNESS PROGRAM

Provides informational programs on health and wellness to enrich the quality of life of our seniors. Coordinator, Amie Rein, is certified to facilitate the following classes Healthy Living with Diabetes, Living Well with Chronic Conditions and Stepping On. The following activities were reported in 2018

- Three Living Well with Chronic Conditions Workshop were scheduled in 2018. In Arbor Vitae (7 participants) and Eagle River (8 participants). The workshop that was scheduled for Eagle River for May was cancelled due to a lack of participants.
 - One of the participants said, “I am able to accomplish little things every day. Prior to the class I would stay in my PJ’s all day. Now I get dressed and work on things around the house. I have joined a local book club and I have rejoined the church choir because of this class.”
 - Another participant said, “It made me more aware to get out and participate with others
- Stepping On Workshop was offered in February in Eagle River and it was cancelled due to lack of participants.
- Healthy Living with Diabetes was offered in Eagle River in September and there were 9 participants.
 - One testimony from the class was “This class was of great value to me to help take the fear out of diabetes.”
 - Another participant said, “Being aware of what I eat and being more consistent in exercising.”
- A new volunteer was trained to facilitate Living Well with Diabetes in 2018.
- Attended the Health Summit and the Aging Conference.
- Continued to participate in the quarterly Health Promotion Statewide Health Promotion Calls.
- Met with members of Aspirus, Marshfield Clinic, Ministry (Ascension) Health Groups, and Generations (formally Lakeland Senior Center) to increase referrals for the evidenced based workshops.
- Participated in Stand More and Move More research project with UW- Madison. Vilas County had over 30 people interested in the project and 14 participants between the two workshops.
- Spoke with two local libraries about the evidenced based workshops.
- Collaborated with Oneida and Forest Counties to obtain a WIHA grant to train more Living Well with Chronic Conditions facilitators.

**Respectfully submitted by Amie Rein, SW
Commission on Aging Staff since 2010**

Elder Benefit Specialist

Susan Corrieri serves as COA's full-time EBS. Benefit Specialists are paraprofessionals, trained by Greater Wisconsin Area Agency on Aging Resources (GWAAR) attorneys, to provide assistance to those 60 years of age or older, with private or governmental benefits.

Benefit Specialists are often referred to as "Red Tape Cutters" because they help older persons better understand complex benefit programs, and assist with necessary paperwork. When appropriate, an EBS can also represent individuals in hearings to appeal benefit denials.

In 2006, Benefit Specialists were enlisted as State Health Insurance Program (SHIP) counselors for the State of Wisconsin. This is a national system devised to assist those over 60, by educating and empowering them in making complicated insurance decisions, resulting from the implementation of Medicare Part C and Part D. The inclusion of this duty drastically changed the scope, volume of inquiries and complexity of the position.



2018 Program Highlights:

- Welcomed 115+ new clients to EBS services.
- Logged in 44 hours for "EBS Calling Hours", visiting 4 libraries in outlying areas within Vilas County, consulting with 45 clients, most new to COA services.
- Chicago, IL, an opportunity to present actual case questions to Medicare experts, and get the earliest updates for the new Medicare year.
- While at the Medicare Conference, Susan was able to network with state congressional aids, sharing contact information and establishing a relationship with the Health Care Rep for our Senator, Ron Johnson.
- A total of 51 individuals attended the monthly "Solving the Insurance Puzzle" workshops offered at COA, with positive feedback. Some folks often attend more than once, due to complexity of the material.
- There were over 1255 telephone contacts received by EBS issues during 2018.

- We had 6 active, seasoned volunteers who donated their time with the EBS program. 5 for Medicare Annual Open Enrollment, and 1 for Homestead Tax credit filings, putting in 100+ hours in 2018.
- All EBS required federal and state reporting for 2018 was completed and submitted timely.
- Mandatory trainings were attended, as well as the annual WABS conference that was held in Wisconsin Dells in June, 2018. Susan received over 87 hours in Professional Development training during the year.
- Multiple PSA's were run on the Insurance Puzzle workshop and Medicare Part D Open Enrollment on our local radio station, and educational materials were distributed to clinics, meal sites, libraries and community boards, in an effort to educate our community about Low Income Subsidy/Extra Help.
- Susan offered a presentation on Medicare and Senior Medicare Patrol at the Primetimers of Saint Germain, with over 75 attendees, as well as Coffee & Connections group of Manitowish Waters, helping to educate attendees on navigating the Medicare website.
- Partnered with the WI Health Literacy Project to facilitate a session "Let's Talk About Medicines" at the Olson Library in Eagle River.
- Susan continues to serve on the Public Relations Committee for the Wisconsin Association of Elder Benefit Specialists.

Respectfully submitted by:
Susan M. Corrieri
Elder Benefit Specialist/SHIP Counselor
Commission on Aging Staff since April 2013



The Aging and Disability Resource Center of the Northwoods serves older adults, adults living with disabilities and their caregivers. The ADRC is a no-cost, single point of contact for information and assistance about providers and services in the community, their availability, and costs.

The ADRC is a cooperative effort between four counties (Vilas, Oneida, Forest and Taylor) and two tribal communities (Lac du Flambeau, and Forest County Potawatomi). A total of 6 offices are located within the service territory which employs 9 full time ADRC Specialists, and 2 full-time Disability Benefit Specialists, as well as, 2 part time ADRC Specialists, 1 part-time Disability Benefit Specialist and a full time Administrative Assistant/Receptionist.

Each County and Tribal Jurisdiction provide representation on the ADRC of the Northwoods Board of Directors. The Board of Directors oversees the ongoing operations of the ADRC, provides financial oversight, serves as advocates for their jurisdiction and client groups. Vilas County Board Members include representatives Mary Platner, Ronald Kressin and Beverly Tuckwell, who serve as representatives for Older Americans and Charlotte Price, who serves as a representative for Adults with Disabilities.

The Vilas County ADRC is co-located with the Vilas County Commission on Aging at its location at 330 Court Street in Eagle River. Staff are supervised by the COA Director Susan Richmond. ADRC Specialists Lisa Kraus and Laura Rozga are available to provide customers with information and assistance about the multitude of programs and services available for seniors and adults living with disabilities. Disability Benefit Specialist Don Meeder maintains regular office hours in Eagle River and assists customers in applying for disability.

An important function of the ADRC Specialist is to assist customers who request help applying for publicly-funded programs by completing the Long-Term Care Functional Screen and assisting with supplemental applications and verifications. The Family Care/IRIS transition began in July 1, 2017 and will be completed July 1, 2020. ADRC Specialists Lisa Kraus and Laura Rozga have been trained and certified in administration of the screen to determine eligibility of these programs. Staff have been working in the Lac du Flambeau office one day a week since August, 2018, until they can hire a Specialist.

The ADRC of the Northwoods Eagle River office completed 131 Long-Term Care Functional Screens for the ADRC service area in 2018. Included in this total were 21 Functional Screens performed by ADRC Specialist assigned to Lac Du Flambeau prior July 2018. *This may be an inaccurate number due to inaccuracies within our database source.*



New customers found eligible for Family Care/IRIS services, are placed on the wait list, which at the end of 2018 stood at approximately 70 customers. There is a Family Care transition plan in place that dictates one person per month can be taken off the waitlist until entitlement is reached in July of 2020. At this time anyone remaining on the waitlist will be placed on services if still eligible.

The ADRC tracks activities and target groups region-wide by utilizing the SAMS-IR database. In 2018, the Eagle River and Lac du Flambeau offices took approximately 2971 calls (incoming and outgoing) related to the following target groups:

During 2018, the ADRC saw a significant increase number of calls for Alzheimer's/Dementia and mental health. Alzheimer's/Dementia saw an increase from 165 calls in 2017 to 641 calls in 2018. Mental Health calls were 180 in 2017 to 274 in 2018. These calls are for individuals that are provided services for mental health through other organizations and are seeking evaluation of eligibility for Family Care/IRIS due to advancing age or poor health.

Aside from calls, Eagle River staff also completed 220 home visits during 2018. The purpose of the home visits included completing a Long-Term Care Functional Screen, enrollment counseling, options counseling and assisting with applying for publicly-funded benefits. In addition, 188 office visits, whether scheduled or walk-in appointments, were completed.

3419 contacts for 2018 by target group:

Alzheimer's/Dementia:	604 contacts
Elderly:	2,491 contacts
Physically Disabled:	1,086 contacts
Developmentally Disabled:	324 contacts
Substance Abuse:	67 contacts
Mental Health:	274 contacts
Unknown Target Group:	47 contacts

**A person can be more than one target group, duplication does occur when counting totals. Also, this may be an inaccurate number due to inaccuracies within our database source for our Lac Du Flambeau contacts performed by the ADRC specialist assigned to the Lac Du Flambeau office from January to July 2018.*

**Submitted by Lisa Kraus and Laura Rozga
ADRC Specialists
ADRC of the Northwoods**



Disability Benefit Specialist (DBS)

An ADRC Disability Benefit Specialist (DBS) provides services for people ages 18 to 59 with physical disabilities, developmental disabilities, mental disabilities and substance use disorders. DBS provide information and assistance for public and private benefits programs including application and appeal procedures. Some of the main issues they assist with include Medicaid, Social Security Disability Insurance, Supplemental Security Income, Medicare Part D prescription drug coverage, FoodShare, low income tax credits and housing/utility issues.

The ADRC of the Northwoods employs two full time Disability Benefit Specialists and one part time DBS in its service to Taylor, Oneida, Forest and Vilas Counties. Don Meeder (who serves as the DBS for Crandon and Vilas Counties) held regular office hours in the Eagle River office.

The population of Vilas County is approximately twice that of Forest, hence Don Meeder was scheduled to be in the office in Eagle River on Mondays and Tuesdays and some Fridays. On Wednesdays and Thursdays Meeder worked in Crandon. This said, it is noted that the current ADRC regional model allows calls to be taken and service provided to clients from either county five days a week.

Number of cases served

- 85 cases
 - 31 opened in previous years, closed in 2018
 - 1 opened in previous years, still open at end of 2018
 - 36 opened and closed in 2018
 - 17 opened in 2018 and were open at end of year

Those helped with an initial application or an appeal of a denial for Social Security Disability Benefits

- 50 cases
 - Based upon Case Issue "SSI/SSDI Eligibility" (44)
 - Based upon Case Issue "SSI/SSDI Post-Entitlement" (6)

Helped with application for Medicaid

- 22 Cases
 - Medicaid Coverage, Items/Services (3 cases)
 - BadgerCare+ (6 cases)
 - MAPP (Medicaid Purchase Plan) (13 cases)

Review and/or application for Medicare Part D prescription drug coverage

- 13 cases
 - Based upon Case Issue “Medicare Part D Options/Enrollment”

Helped with Housing Issues

- 4 cases

Those seeking “information only”

- 80 new info-only contacts created.

Since we do not have access to the database and Don Meeder is no longer helping our agency, this information was obtained from the Department of Health Services to the best of their knowledge as it was not possible to separate some of the information from the two counties that Don Meeder was working with.

**Respectfully submitted by Susan Richmond, Director 2012
Certified Information and Referral Specialist, (CIRS-A/D) 2007
On behalf of Don Meeder, DBS**